Sanjana Chitteni

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SUMMARY

- 5+ years of experience in DevOps, Cloud Computing, Infrastructure Configuration Management, Linux Systems Administration, Software Configuration Management (SCM), and Site Reliability Engineering (SRE).
- Expertise in AWS cloud services: EC2, S3, Elastic Load Balancer (ELB), RDS, Glacier, SQS, SNS, Kinesis, VPC, DynamoDB, CloudFormation, Route53, and IAM.
- Proficient in Azure services: AKS, ACS, Storage, Databases, and App Services.
- Skilled in CI/CD pipelines with tools like Jenkins, Maven, Gradle, and extensive Docker and Kubernetes orchestration.
- Strong background in monitoring and logging tools: Splunk, Nagios, Grafana, Prometheus, OpenTelemetry, CloudWatch, Dynatrace, AppDynamics and Datadog.
- Proficient in implementing SRE best practices, including Service Level Indicators (SLIs), Service Level Objectives (SLOs), and error budgets.
- Proven track record of enhancing operational excellence through chaos engineering practices and post-mortem analyses for continuous improvement.
- Cybersecurity knowledge with tools: N-Map, Burp Suite, SQL map, Wireshark, SET, Nessus.

EXPERIENCE

Site Reliability Engineer | AT&T |Plano, Texas **May 2023 – Current**

- Designed and deployed robust, fault-tolerant, and scalable infrastructure on AWS, optimizing services like EC2, S3, VPC, RDS, and Elastic Load Balancers, achieving a 30% cost reduction.
- Orchestrated AWS services including EC2, IAM, Elastic Beanstalk, Elastic Load Balancer, RDS, S3, Glacier, SQS, SNS, CloudFormation, Route 53, VPC, and CloudWatch to ensure high availability, security, and scalability.
- Automated infrastructure provisioning and management using Terraform, enabling consistent, repeatable deployments, and reducing manual intervention.
- Designed and implemented efficient CI/CD pipelines with Jenkins, incorporating automated testing, security scans, and seamless deployment to AWS and Azure environments.
- Containerized applications using Docker and orchestrated multi-cloud Kubernetes clusters on AWS, Azure, and GCP, enhancing application availability, resilience, and scalability.
- Leveraged Prometheus and Grafana for comprehensive monitoring, ensuring real-time performance insights, proactive issue resolution, and data-driven decision-making.
- Integrated AppDynamics for deep application performance management, enabling faster troubleshooting, enhanced visibility, and improved user experience.
- Developed and enforced SRE best practices including Service Level Indicators (SLIs), Service Level Objectives (SLOs), and error budgets to maintain and improve service reliability and performance.
- Created automated incident response and recovery processes, minimizing downtime and ensuring rapid service restoration.
- Conducted thorough performance tuning and capacity planning, ensuring systems handle peak loads and scale efficiently to meet demand.
- Monitored and analyzed system metrics and logs using ELK Stack to proactively identify and resolve performance bottlenecks.
- Developed secure CI/CD processes by integrating role-based access controls, automated vulnerability assessments, and robust authentication mechanisms, ensuring compliance with industry standards.
- Led the migration to serverless architecture with AWS Lambda, significantly improving system scalability and reducing operational overhead.
- Enhanced operational excellence by implementing chaos engineering practices to test system resilience and by conducting regular post-mortem analyses to drive continuous improvement.
- Collaborated with development and operations teams to define and implement SRE principles, improving deployment processes and system reliability.

DevOps Engineer | Standard Chartered | Bangalore | India **June 2018 – July 2022**

- Achieved 99.99% uptime and improved performance by designing and deploying scalable AWS infrastructure using EC2, S3, VPC, RDS, and Elastic Load Balancers.
- Reduced deployment times from hours to minutes by automating deployment processes using AWS Elastic Beanstalk, increasing operational efficiency. Configured Elastic Beanstalk environments for seamless application deployment.
- Utilized services like S3, IAM, VPC, RDS, CloudWatch, EBS, DynamoDB, and Lambda to build and maintain robust cloud-based solutions. Configured IAM policies for secure access and managed CloudWatch for monitoring and alerts.
- Transitioned monolithic applications to microservices using Docker and Kubernetes, establishing streamlined CI/CD pipelines and reducing deployment times by 60%. Implemented Kubernetes clusters for container orchestration and managed Docker images.
- Set up and manage monitoring and alerting systems using Datadog and Splunk, ensuring proactive identification and resolution of performance issues. Configured Datadog for server health monitoring and Splunk for log management.
- Deployed and optimized web applications on Apache Tomcat and WebLogic Server, ensuring high availability and performance. Managed configurations and tuning of Apache Tomcat and WebLogic environments.
- Enhanced software release quality by integrating Jenkins with various testing tools to automate testing processes. Configured Jenkins pipelines for continuous integration and deployment.
- Deployed Kubernetes to optimize Spark and Hadoop clusters, improving operational efficiency and enabling seamless big data processing for critical business analytics.
- Worked closely with development, operations, and security teams to integrate DevOps practices, improving overall workflow and system reliability. Led collaborative efforts for security integration and compliance.
- Implemented industry-standard DevOps practices for security and compliance, ensuring robust and secure production environments. Configured security tools and compliance checks within CI/CD pipelines
- Identified performance bottlenecks and provided solutions for optimization. Conducted root cause analysis for incidents and implemented preventive measures.

SKILLS

- **Methodologies:** SDLC, Agile, Waterfall
- **CI-CD/Build Tools:** Maven, Gradle, Jenkins, Circle CI, Ant, Code-deploy Pipeline
- **Automation/Configuration Management Tools:** Chef, Puppet, Ansible
- **Containers and Orchestration Tools:** Docker, Kubernetes, OpenShift, Docker Swarm, ECS
- **Cybersecurity –** N-Map, Burp Suite, SQL map, Wireshark, SET, Nessus
- **Database:** MS SQL Server, Oracle, MongoDB, MySQL
- **Microsoft Azure Services:** AKS, ACS, Storage, Databases, APP services
- **Monitoring:** Grafana, Prometheus, Nagios, Open Telemetry, Splunk, Dynatrace, NewRelic, Datadog
- **Version Control / Other Tools:** Git, GitHub, GitLab, Jira, Confluence, Junit, ServiceNow, Helm, ArgoCD, Hadoop, Spark,MapReduce, ITIL, Signal Effects, Rancher, VictoriaMetrics
- **Web/App Servers:** Nginx, Web Logic, UrbanCode deploy, JBoss, Jetty.
- **Scripting Languages:** Python, Terraform, TypeScript, Perl, Shell/Bash Scripting, Ruby On Rails
- **AWS Services:** EC2, IAM, Elastic Beanstalk, Elastic Load Balancer, RDS, S3, CloudFront, Glacier, SQS, SNS, Cloud Formation, Route53, VPC, Kinesis, CloudWatch**,** EKS, ECS, Cloud Trail, Lambda, Event Bridge**.**

CERTIFICATIONS

AWS Certified Solutions Architect – Associate
AWS Certified Cloud Practitioner
Microsoft Certified: Azure Developer Associate

EDUCATION

Masters in Computer Science **May 2024**
Texas Tech University (Lubbock, TX)

Bachelors in Electronics and Communication Engineering **April 2020**
College of Engineering Guindy (CEG), Anna University, Chennai, India